



BALTIMORE CITY
COMMUNITY ACTION PARTNERSHIP
HELPING PEOPLE. CHANGING LIVES.

Mayor's Office of Human Services

Community Action Partnership

MOHS | COMMUNITY ACTION PARTNERSHIP VOLUNTEER PACKET

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WELCOME LETTER

Dear Volunteers,

I am thrilled that you have chosen to volunteer with the Mayor's Office of Human Services / Community Action Partnership. We are pleased to welcome you to our team of volunteers. We believe our volunteers are a vital part of achieving our goals for the community and our volunteers play key roles in a number of our positions. I hope that you find the duties of your particular job description to be fulfilling and that your volunteer experience with us is rewarding and positive. The enclosed packet will give you additional information about Community Action Partnership and will include details about the roles and responsibilities of our volunteers.

Should you have any question, please feel free to contact myself or the Public Information Officer – Blair Adams at 410-545-6958 or blair.adams@baltimorecity.gov.

Once again, welcome and thank you!

Sincerely,
Lori Cunningham
Executive Director of Community Action Partnership
Lori.cunningham@baltimorecity.gov

DETAILS OF COMMUNITY ACTION PARTNERSHIP

Baltimore City Community Action Partnership (BCAP) has been helping people, improving lives and strengthening communities since 1964. The overall mission of our program is to provide services to low-income residents and advocate to improve lives and strengthen our communities.

BCAP continues to work with families and individuals by focusing on case management and available resources and services, which promote long-term solutions for individuals to build success. Different aspects of a clients' life are addressed including housing and energy, food and nutrition, financial empowerment and case management with a goal of getting families to self-sufficiency and independence.

STAFF

Administration:

Lori Cunningham, Executive Director
Dr. Denatra Green-Stroman, Deputy Director
Blair Adams, Public Information Officer III
Theresa Scott, Office Support Specialist

Centers Managers:

David Smith
Northern CAP Center | 5225 York Road

Desiree Mack
Northwest CAP Center | 3939 Reisterstown Road

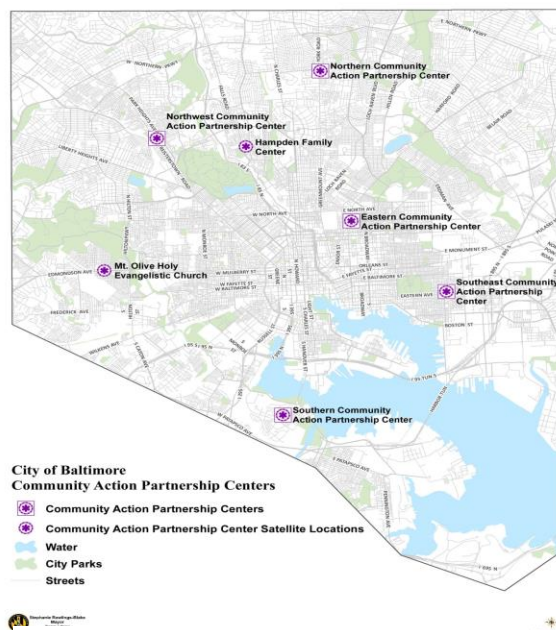
Beulah McCain
Southern CAP Center | 606 Cherry Hill Road

Adongo Matthews
Southeast CAP Center | 3411 Bank Street

Diane Jones
Eastern CAP Center | 1400 E. Federal Street

The Office of Home Energy Programs (OHEP):

Valerie Collins, OHEP Director
Aline Kirk-Watson, OHEP Manager
OHEP | 2700 N. Charles Street



SITE MAP

**Centers are open Monday – Friday
8:30am to 4:30pm**

CONFIDENTIALITY | VOLUNTEER STATEMENT

This Confidentiality Agreement (the "Agreement") is made and entered into between **KRA** ("Subcontractor") and **MAYOR AND CITY COUNCIL OF BALTIMORE**, a municipal corporation of the State of Maryland (hereinafter referred to as "CITY"), acting by and through its **MAYOR'S OFFICE OF HUMAN SERVICES** (hereinafter referred to as the "MOHS") ("Municipal Corporate Entity").

Recitals:

WHEREAS, Municipal Corporate Entity contracts with Subcontractor to provide certain services to the Municipal Corporate Entity. The parties acknowledge that employees/volunteers of the Subcontractor may incidentally or inadvertently encounter, view or access certain confidential information maintained by Municipal Corporate Entity which may qualify as Protected Health Information ("PHI") or electronic PHI within the meaning of the Health Insurance Portability and Accountability Act (HIPAA) of 1996, as amended, and the privacy and security standards promulgated pursuant thereto.

Employees and partners of the Mayor's Office of Human Services | Community Action Partnership will have access to confidential information, both written and oral, in the course of their volunteer/job responsibilities. It is imperative that this information is not disclosed to any unauthorized individuals to maintain the integrity of the program participant's information. An unauthorized would be any person that is not currently and employee of the Mayor's Office of Human Services | Community Action Partnership and/or a partner with consents to share information. Any other disclosures may only occur at the direction of the Mayor's Office of Human Services | Community Action Partnership or by client authorization.

I have read and understand the Mayor's Office of Human Services | Community Action Partnership policies with regards to privacy and security of personal client information. I agree to maintain confidentiality of all information obtained in the course of my employment including, but not limited to, technical, financial, propriety information of the organization, personal and sensitive client information, employees and vendors. I understand that inappropriate disclosure and release of information is grounds for dismissal.

I understand that information regarding clients, staff and the organization are confidential in nature and that as a volunteer for the Baltimore City Community Action Partnership I will:

- "Confidential Information" means any and all non-public, medical, financial and personal information in whatever form (written, oral, visual or electronic) possessed or obtained by either party. Confidential Information shall include all information which (i)

either party has labeled in writing as confidential, (ii) is identified at the time of disclosure as confidential (iii) is commonly regarded as confidential in the health care industry, or (iv) is Protected Health Information as defined by HIPAA.

- Respect the confidential nature of any verbal or written communication I receive regarding families, staff, clients and the organization and keep personal information confidential at the center.
- Be discreet in any verbal communication by not discussing staff, or clients in front of others. Immediately report directly to the manager or human services worker II for information disclosed to me concerning someone's
- Make reasonable efforts to assure that each clients' information is protected
- Not discrimination against any clients, staff or other volunteers on the basis of race, color, religion, sex, age, national or ethnic origin, political beliefs, marital status, handicapping condition, sexual orientation, or social and family background.

I also understand that relationships developed with staff and other volunteers should remain at the centers for the protection of both staff and volunteers.

I acknowledge receipt of the Community Action Partnership Confidentiality Volunteer Statement. I understand it is my responsibility to read and understand all materials provided to me. I further understand that I agree and comply with all rules and regulations

If I have questions regarding any of the matter, I am to contact Blair Adams, Public Information Officer.

Signature _____

Print _____

Date _____

VOLUNTEER INFORMATION

We are thrilled that you are considering volunteering at the Mayor's office Of Human Services | Community Action Partnership! Volunteers are a vital part of the Community Action Partnership and we could not make it all happen without you. We are excited to work with you to find the volunteer position that interest you the most.

Over the 50 years that Community Action Partnership has been operating, we have seen many milestones. CAP was created in 1964 by President Lyndon B. Johnson to address the poverty issue nationwide. Additionally, CAC's are designed to provide services to low-income communities while strengthening neighborhoods, promoting self-sufficiency and human dignity. In Baltimore City, there are five Community Action Partnership Centers: **Northern, Eastern, Southern, Northwest, Southeast** and the **Office of Home Energy Programs (OHEP)**.

Volunteers have played a significant role in each of our milestones by contributing time, skills, enthusiasm and passion in all that they do. The work of our organization has been greatly extended through volunteer service into areas that, otherwise, could not be considered because of limited resources. We are grateful for all that our volunteers do and look forward to continued growth and relationship in the coming years.

WHY DO YOU WANT TO VOLUNTEER FOR COMMUNITY ACTION PARTNERSHIP

****Check all that apply****

X	REASON	X	REASON
	To get out the house		To make contacts within the community
	To meet new people or make new friends		As an academic requirement
	To establish a track record to get a new job		To be in charge of something
	To try out a new career		To feel useful/needed
	To build confidence/self esteem		To gain respect
	To build on old skill		To meet potential employers
	To help another person		To become an "insider"
	To be with friends who volunteer		To have fun
	To get to know a new community		To get recognition
	As an alternative to giving money		To learn something new
	To do something I love		To fulfill a community service



			requirement (for school, work, church, etc.)
	I believe in the cause/goals/mission of the organization and want to support it		To test/challenge myself
	To share my passion		Other:



Name: _____ Are you under 18? YES NO

Email: _____ Phone: _____

Address: _____

Emergency Contact Name and Phone: _____

How did you hear about Community Action Partnership? _____

Describe your experience working with low-income communities: _____

When can you begin volunteering? _____

Please list your availability:

MON	TUES	WED	THURS	FRI	SAT
-----	------	-----	-------	-----	-----

☐ Office Support Assistant
☐ Front Desk Helper
☐ Special Projects Assistant
☐ Other: _____

Please summarize special skills and qualifications you have that may be helpful to Community Action Partnership, including previous volunteer work, hobbies, and interests:

[illegible]



Mayor's Office of Human Services

Community Action Partnership

Please list two (2) *professional* references:

Name: _____ Phone: _____

How do you know this person? _____

Name: _____ Phone: _____

How do you know this person? _____

I hereby certify that the information provided on this application is truthful and give my permission for Community Action Partnership to contact my references and/or former employers listed herein. I understand that misrepresentation or omission of facts as requested is cause for dismissal at any time. I hereby agree to follow the policies and procedures set forth by Community Action Partnership. I understand that policies and procedures may change or be revised at any time with or without notice. I further understand that my role at Community Action Partnership is to assist the overall organization in achieving its mission of providing quality services and opportunities for low-income families and individuals; and I will conduct myself in a manner that furthers this mission at all times.

Signature of Applicant _____ Date _____

Once completed, please send this form to:

Attn.: Blair Adams

Mayor's Office of Human Services

Community Action Partnership

7 E. Redwood St. 5th Floor

Baltimore, MD 21202

Or email to blair.adams@baltimorecity.gov



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VOLUNTEER'S CODE OF CONDUCT

Take your commitment to Communication Action Partnership to heart, performing your duties to the best of your ability.

- Honor confidentiality
- Respect the mission and goals of Communication Action Partnership
- Respect the property of Communication Action Partnership
- Do not accept valuable gifts or money from staff
- Be courteous, friendly and cooperative
- Offer constructive feedback about our organization in an appropriate manner
- Be willing to learn and take part in orientation and training sessions
- Follow through on commitments and advise your supervisor if you are unable to work as scheduled
- Demonstrate respect for the direction and decisions of your supervisor(s)
- Treat co-workers (paid and unpaid) and clients fairly and without discrimination

Signature _____

Print _____

Date _____



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WORKSITE DRESS CODE

We strive to maintain a workplace environment that is well functioning and free from unnecessary distractions and annoyances. As part of that effort, Community Action Partnership requires employees to maintain a neat and clean appearance that is appropriate for the workplace setting and for the work being performed.

To that end, Community Action Partnership has determined and enforced guidelines for workplace-appropriate attire and grooming for their areas. All staff members are expected to present a professional, businesslike image to clients, visitors and the public.

Any staff member who does not meet the attire or grooming standards set by his or her department will be subject to corrective action and may be asked to leave the premises to change clothing.

Appropriate	Inappropriate
Slacks	
<ul style="list-style-type: none">• Khakis or corduroys• Jeans (must be clean and free of rips, tears and fraying; may not be excessively tight or revealing)• Skorts, capris	<ul style="list-style-type: none">• Sweatpants, leggings, exercise wear• Shorts, low-rise or hip-hugger pants or jeans•
Shirts	
<ul style="list-style-type: none">• Polo collar knit or golf shirts• Oxford shirts• Company logo wear• Short-sleeve blouses or shirts• Turtlenecks• Blazers or sport coats• Jackets or sweaters	<ul style="list-style-type: none">• Shirts with writing (other than company logo)• T-shirts or sweatshirts• Beachwear• Sleeveless blouses or shirts• Exercise wear• Crop tops, clothing showing midribs, spaghetti straps
Shoes	
<ul style="list-style-type: none">• Boating or deck shoes, moccasins• Casual, low-heel, open-back shoes (e.g., mules, sling backs)	<ul style="list-style-type: none">• Sandals, thongs, flip flops, open-toe shoes• Athletic shoes, tennis shoes, Croc-like sandals

POSITION DESCRIPTIONS

NATURE OF WORK

An **Office Support Assistant** is entry-level work performing routine office, administrative and keyboarding work using Microsoft Office, and other proprietary software programs. Work of this class involves no supervisory duties or responsibilities.

Employees in this classification receive close supervision from an administrative supervisor. Employees in this class work a conventional workweek Monday – Friday, 8:30am -4:30pm. Work is performed in an office where employees are not exposed to unusual or hazardous working conditions. Work requires minimal physical exertion but may involve lifting moderately heavy packages and/or of stacks of mail and other materials.

EXAMPLES OF WORK

Uses keyboarding skills to create, copy, edit, store, retrieve and print forms, memos, letters and reports, spreadsheets, and other such materials;

Prepares types, formats and edits a variety of correspondence and narrative reports of limited complexity using automated software;

Greets visitors and answers general questions relating to departmental procedures and operations and provides information on departmental services and functions to the public including community groups, representatives of private organizations;

Prepares, receives, opens, sorts, batches, delivers, and distributes mail; lifts and stacks mail and other materials;

Answers telephone calls, retrieves messages from departmental and superior voice mail and provides information regarding office functions, operations and procedures

Enters, retrieves and updates information using computer software applications

Learns to file reports, records, forms and other material according to office procedures;

Learns to retrieve and assemble material from files and other sources for the supervisor's review and use;

Learns to update and maintain logs, schedules, rosters, records and lists;

Learns to copy or scan various materials;

Learns to enter, retrieve and update information using computer software applications;

May learn to order, receive and distribute office supplies and materials;

May learn to type correspondence, reports, schedules and other material using a typewriter, computer or word processor;

Performs other related duties.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of basic English, spelling, punctuation, grammar and basic arithmetic;

Knowledge of basic computer operations and common business software applications such as document management and word processing;

Ability to operate Microsoft Office Suite Products at a basic level;

Ability to perform simple arithmetic computations and to use a ten-key calculator with accuracy;

Ability to learn to enter, retrieve and update information using computer software applications;

Ability to learn to screen and respond to telephone inquiries from visitors;

Ability to communicate effectively with the general public, co-workers and supervisors;

Ability to establish and retrieve records from filing systems alphabetically, numerically or by subject, or following some other readily learned procedure;

Ability to type of keyboard clean copy at a specific rate of speed and accuracy;

Ability to understand and follow simple written and/or oral instructions;

Ability to deal courteously with employees at all levels of government, and to work effectively with varying temperaments, both in person and by telephone.

MINIMUM QUALIFICATIONS

Education: Graduation from an accredited high school or possession of a GED certificate

Equivalencies: Equivalent combination of education and experience.

Licenses, registrations and certificates: Not applicable

NATURE OF WORK

A **Front Desk Assistant** serves as the receptionist for Community Action Partnership/Office of Home Energy Programs (OHEP), supporting the agency's mission of Helping People, Changing Lives. The Front Desk Helper represents the agency to the public who visit or contact the centers/OHEP Monday-Friday from 8:30 a.m. to 4:30 p.m.

EXAMPLES OF WORK

Answers the main phone line and directs calls

Greets guests and directs them to shelter offices or locations

Answers questions about the shelter and provides forms when necessary

Makes reminder phone calls to other volunteers who are assigned to projects for the following day

Opens the mail and distributes it

Records donations that come in and enters them in the database

Helps prepare bulk mailings

Prepares correspondence as needed

Other duties as assigned

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of basic English, spelling, punctuation, grammar and basic arithmetic;

Knowledge of basic computer operations, data entry and common business software applications such as document management and word processing;

Ability to operate Microsoft Office Suite Products at a basic level;

Pleasant manner, patience, problem-solving ability, dependability

MINIMUM QUALIFICATIONS

Education: Graduation from an accredited high school or possession of a GED certificate

Equivalencies: Equivalent combination of education and experience.

Licenses, registrations and certificates: Not applicable

NATURE OF WORK

A **Special Assistant** provides support and engages in Community Action Partnership's community outreach initiatives. Some special projects or community events may occur in the evenings or the weekends.

EXAMPLES OF WORK

Keep informed about upcoming Special Projects and community outreach events

Know the purpose of the special collections in order to inform community members. Read all materials sent

Respond to coordinator if available to participate

Report to coordinator at the designated time of event

Distribute handouts, brochures and flyers

Prepare materials for outreach events, workshops, etc

Be at the outreach event the time you have committed

Other duties as assigned

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of basic English, spelling, punctuation, grammar and basic arithmetic;

Knowledge of basic computer operations, data entry and common business software applications such document management and word processing;

Ability to operate Microsoft Office Suite Products at a basic level;

Pleasant manner, patience, problem-solving ability, dependability

Flexible in regards to scheduling needs and times

Experience working within low-income communities

MINIMUM QUALIFICATIONS

Education: Graduation from an accredited high school or possession of a GED certificate

Equivalencies: Equivalent combination of education and experience.

Willingness to give time to a worthy cause

Licenses, registrations and certificates: Not applicable



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VOLUNTEER SUMMARY

Your involvement promotes the sense of community that we strive for and allows us to enhance our daily operations and events. As a volunteer, you can share your knowledge and enthusiasm with Community Action Partnership.

If you have any questions please feel free to contact Blair Adams, Public Information Officer, Community Action Partnership at 410-545-6958 or blair.adams@baltimorecity.gov. We are so pleased that you are interested in joining our volunteer team!

Is there something you would like to help with that isn't listed here? Let us know! We are always looking for new, exciting things to bring to Community Action Partnership.

Thank you!